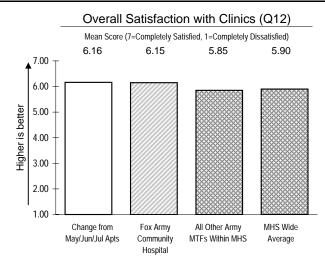


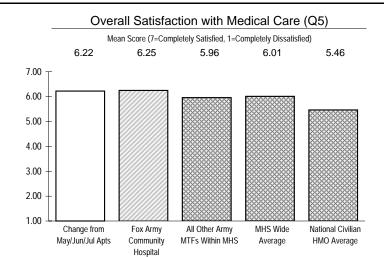
MTF Action Plan Report

Fox Army Community Hospital-Redstone Arsenal

Patient Satisfaction Report: August/September/October 2000 Appt. Data

Total Mailed = 588 Returns As Of Cutoff = 166 Non-deliverables = 36 Response Rate = 30.1%





Not Significantly Different From Fox Army Community Hospital Significantly Different From Fox Army Community Hospital

* Highest Correlation with Clinic Satisfaction (Q12) Change from * Highest Correlation with Medical Care Satisfaction (Q5) May/Jun/Jul Apts		Comparison To:		
	Mean Score	All Other Army MTFs Within MHS	MHS Wide Average	National Civilian HMO Average
Access Average	3.87	3.60	3.64	3.52
* Access to medical care (Q10b)	3.79	3.69	3.72	3.71
* Referral for specialty care (Q10c)	3. 9 6	3.64	3.69	N/A NA
* Office wait time (Q9)	4.12	3.51	3.57	3.34
Time to return your call (Q11)	3.56	3.38	3.44	3.13
Ease of making phone appointment (Q10a)	4.05	3.69	3.71	3.82
Appointment wait time (Q7)	3.78	3.68	3.71	3.51
Quality Average	4 . 2 9	4.03	4.08	3.83
** Overall quality of care received (Q3j)	4.34	4.09	4.14	3.88
** How well the care met your needs (Q3i)	4.29	3.96	4.01	3.77
** Thoroughness of treatment (Q3c)	4.36	4.09	4.16	3.90
How much you were helped (Q3h)	4.21	3.93	3.97	3.73
Explanations of procedures and tests (Q3d)	4.27	4.09	4.14	3.87
Interpersonal Relationship Average	4.34	4.03	4.09	3.81
** Personal interest in you (Q3e)	4.33	4.05	4.12	3.88
** Advice on ways to avoid illness/stay healthy (Q3f)	4.23	3.92	3.99	3.67
** Amount of time with Dr. and staff (Q3g)	4.24	3.90	3.97	3.62
Attention given to what you had to say (Q3b)	4.42	4.12	4.19	3.93
Friendliness and courtesy of staff (Q3a)	4.48	4.14	4.20	3.94
	** Highest Correlation with Medical Care Satisfaction (Q5) Mean Score (5=Excellent, 1=Poor) Access Average * Access to medical care (Q10b) * Referral for specialty care (Q10c) * Office wait time (Q9) Time to return your call (Q11) Ease of making phone appointment (Q10a) Appointment wait time (Q7) Quality Average ** Overall quality of care received (Q3j) ** How well the care met your needs (Q3i) ** Thoroughness of treatment (Q3c) How much you were helped (Q3h) Explanations of procedures and tests (Q3d) Interpersonal Relationship Average ** Personal interest in you (Q3e) ** Advice on ways to avoid illness/stay healthy (Q3f) ** Amount of time with Dr. and staff (Q3g) Attention given to what you had to say (Q3b)	** Highest Correlation with Medical Care Satisfaction (Q5) Mean Score (5=Excellent, 1=Poor) * Access Average * Access to medical care (Q10b) * Referral for specialty care (Q10c) * Office wait time (Q9) Time to return your call (Q11) Ease of making phone appointment (Q10a) Appointment wait time (Q7) ** Overall quality of care received (Q3j) ** How well the care met your needs (Q3i) ** Thoroughness of treatment (Q3c) How much you were helped (Q3h) Explanations of procedures and tests (Q3d) ** Personal interest in you (Q3e) ** Advice on ways to avoid illness/stay healthy (Q3f) ** Amount of time with Dr. and staff (Q3g) Attention given to what you had to say (Q3b) ** Advice on ways to would all to say (Q3b) ** Attention given to what you had to say (Q3b)	** Highest Correlation with Medical Care Satisfaction (Q5) Mean Score (5=Excellent, 1=Poor) **Access Average **Access to medical care (Q10b) **Referral for specialty care (Q10c) **Office wait time (Q9) Time to return your call (Q11) Ease of making phone appointment (Q10a) Appointment wait time (Q7) **Overall quality of care received (Q3j) **How well the care met your needs (Q3i) **Thoroughness of treatment (Q3c) How much you were helped (Q3h) Explanations of procedures and tests (Q3d) **Personal interest in you (Q3e) **Advice on ways to avoid illness/stay healthy (Q3f) **Amount of time with Dr. and staff (Q3g) Attention given to what you had to say (Q3b) **Access Average 3.87 3.60 4.12 3.51 4.12 All Other Army MTFs Within MHS All Other Army MTFs Within MES All Other Army MTFs Within MTFs Within MES All Other Army MTFs Within MTF	## Highest Correlation with Medical Care Satisfaction (Q5) Mean Score (5=Excellent, 1=Poor) ## Access Average ## Access to medical care (Q10b) ## Referral for specialty care (Q10c) ## Office wait time (Q9) ## Access of making phone appointment (Q10a) ## Appointment wait time (Q7) ## Overall quality of care received (Q3j) ## How well the care met your needs (Q3i) ## Thoroughness of treatment (Q3c) ## Thoroughness of procedures and tests (Q3d) ## Interpersonal Relationship Average ## Access Average ## Access to medical care (Q10b) ## Add ## Access to medical care (Q10c) ## Add ## Access to medical care (Q10c) ## Add ## Access to medical care (Q10c) ## Access to medical care (Q10c) ## Access to medical care (Q10c) ## Access to medical care (Q10b) ## 3.69 ## 3.57 ## 3.57 ## 3.57 ## 3.57 ## 3.57 ## 3.57 ## 3.57 ## 3.69 ## 3.71 ## 4.05 ## 4.08 ## 4.09 ## 4.14 ## 4.09 ## 4.14 ## 4.09 ## 4.14 ## 4.09 ## 4.16 ## 4.11 ## 4.09 ## 4.14 ## 4.09 ## 4.09 ## 4.14 ## 4.0

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